

## Nueces County Job Description

Job Title: Application Support Analyst  
Job Code:  
Salary Level: Pay Group 25  
Class: Non-Clerical (Professional)  
FLA Status: Exempt  
W.C. Code:  
SIC Code:  
Prepared By:  
Date:

Approved By:  
Date:

SUMMARY: Performs technical work in the analysis and support of business processes within departments, including the implementation, utilization of software, user training, and data management, relating to systems and applications.

ESSENTIAL, DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Be familiar with the systems and the operation of the application components that perform the specific processing tasks used by county departments.

Be knowledgeable in application functions and be capable of troubleshooting departmental procedures to insure users are utilizing best practices in managing information and data.

Utilize available support materials and tools to successfully resolve problems.

Resolving issues related to functional and technical product capabilities and user knowledge, and ensuring the user is utilizing appropriate processing procedures.

Works with users in identifying specific issues regarding data integrity and correcting data and records to insure data accuracy.

Provide training to users in procedures and workflow processes to insure proper utilization of the systems.

Runs standardized reports to provide information to users and technical staff, and to validate the accuracy of information and data.

OTHER DUTIES:

Attends training on systems and software to learn the features and capabilities of the applications.

Works with user departments and teams to learn the business processes and procedures used with the specific functional areas.

Works with the technical staff in learning the various components within the system and be familiar with the workflow processes for the processing of information.

Reads manuals, documentation, and state reporting requirements to be familiar with the system purposes and functions.

Receives trouble reports from users and works with the users in editing and correcting data.

Helps identify technical problems and refers them to management for assignment to other technical personnel.

#### QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Any employee who drives a vehicle on official business must have a driving record which meets standards set by Nueces County and the County insurance carrier. May be required to take defensive driving to drive a county vehicle.

#### EDUCATION AND EXPERIENCE:

Bachelor's degree from a four-year college or university in computer science, business, or related field and one year of experience in providing technical support, networking, or business related processes, or educational coursework.

Associate's degree with a minimum of 18 hours in computer science, networking, and 3-years of experience in providing technical support to user departments, or directly related business related experience.

Any equivalent combination of experience, education, or training which provides the required knowledge, skills and abilities.

#### LANGUAGE SKILLS:

Ability to read, analyze, and interpret system documentation, technical references, reports, or state reporting requirements. Ability to respond to common inquiries from users and work with the technical staff and team members in completing project requirements present information in a logical and concise format. Ability to develop and write documentation, processes, or workflow procedures for users and technical staff.

#### MATHEMATICAL SKILLS:

Ability to work with mathematical concepts such as basic statistics, fractions, percentages, ratios, and proportions, to analyze information or data to improve the accuracy.

#### REASONING ABILITY:

Ability to define problems, collect data, establish facts, and draw conclusions. Ability to interpret technical instructions in written, workflow, or flowcharts that describe system logic, and program dependencies, or program execution sequences or order.

#### OTHER SKILLS AND ABILITIES:

Knowledge of processing techniques, database concepts, client workstation setup, networking concepts, use of preprogrammed report generation tools, an understanding of basic programming concepts. Ability to recognize and solve problems. Ability to establish and maintain effective working relationships with other county employees. Knowledge of financial accounting principles, understanding of organizational relationships, and management practices.

#### PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, it requires the ability to lift/carry up to 40 pounds occasionally, visual perception, speech and hearing, hand and eye coordination and manual ability necessary to operate a computer and office equipment. Subject to standing, sitting, walking, climbing, bending, stooping, crouching, kneeling, pushing, pulling, reaching, twisting, balancing, repetitive motion, and squatting to perform the essential functions.

#### WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually low and occasionally moderate to moderately high. The employee is occasionally exposed to fumes or airborne particles.